

SOP: Assessment and Prioritization of Maintenance Requests

This SOP details the **assessment and prioritization of maintenance requests**, covering the systematic evaluation of reported issues, categorization based on urgency and impact, assignment of priority levels, and scheduling of maintenance tasks. The objective is to ensure efficient allocation of resources, timely resolution of critical repairs, and minimized downtime, thereby maintaining optimal operational performance and safety standards.

1. Scope

This SOP applies to all personnel responsible for requesting, assessing, prioritizing, and resolving maintenance activities within the organization.

2. Responsibility

- **Requestors:** Submit comprehensive maintenance requests with necessary details.
- **Maintenance Coordinator/Supervisor:** Review, assess, categorize, and prioritize requests.
- **Maintenance Team:** Execute assigned tasks based on priority and schedule.

3. Procedure

1. Request Submission

- Requestor submits a maintenance request via approved channels (e.g., maintenance portal, email, or paper form).
- Request must include: location, description of issue, impact, photos (if applicable), and contact information.

2. Request Logging

- All requests are logged in the maintenance management system (MMS) with a unique reference number and timestamp.

3. Initial Assessment

- Maintenance Coordinator or Supervisor reviews the request within **2 business hours** of submission.
- Verify completeness of information and, if necessary, request clarification from the requestor.

4. Categorization by Urgency and Impact

- Assess the severity and operational impact of the reported issue according to the matrix below:

Category	Description	Examples
Critical	Immediate threat to safety, security, or essential operations.	Major water leak, electrical hazard, equipment failure halting production.
High	Significant impact, but no imminent danger; affects productivity or comfort.	HVAC malfunction, partial power outage, repeated system errors.
Medium	Moderate disruption; workarounds available.	Minor leaks, non-critical lighting, minor equipment faults.
Low	Minimal impact; cosmetic issues or non-essential items.	Paint touch-up, loose tiles, minor wear and tear.

5. Assigning Priority Levels

- Match category to priority; record priority level in MMS.
- Document rationale for assigned priority.

6. Task Scheduling

- Schedule maintenance according to assigned priority and resource availability:
 - - **Critical:** Immediate response (within 1-2 hours)
 - **High:** Address within 24 hours
 - **Medium:** Resolve within 3-5 days
 - **Low:** Address within 7-14 days

7. Communication

- Notify requestor of status updates and estimated completion time.
- Update MMS with actions taken and completion dates.

8. Review and Close

- Confirm that task is completed to required standards.
- Obtain requestor's acknowledgement, if applicable.
- Close the request in the MMS.

4. Records & Documentation

- All maintenance requests, assessment records, assigned priorities, and completion reports must be stored in the MMS for audit and performance review.

5. Review and Continuous Improvement

- Regularly review the effectiveness of the prioritization process during departmental meetings.
- Identify recurring issues and update the SOP as required.

Note: Compliance with this SOP is mandatory. Non-adherence should be reported to management for corrective action.